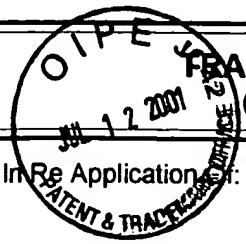


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**TRANSMITTAL OF FORMAL DRAWINGS**

(In Response to Notice of Informal Drawings)

Docket No.

POU920010073US1

In Re Application of: **Donald P. Muller**

Serial No.	Filing Date	Batch No.	Examiner	Art Unit
09/870,758	May 31, 2001			2152

Invention: **AUTOMATED CUSTOMER SURVEY USING THE WEB**

Address to:

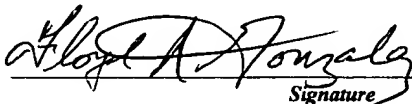
**Assistant Commissioner for Patents  
Washington, D.C. 20231**

In response to the NOTICE OF INFORMAL DRAWINGS mailed on July 3, 2001 attached please find:  
(date)

- (a) 2 sheets of formal drawing(s) for this application.

Each sheet of drawing indicates the identifying indicia suggested in 37 CFR Section 1.84(c) on the reverse side of the drawing.

- (b) A copy of the NOTICE OF INFORMAL DRAWINGS.

  
Signature

**Floyd A. Gonzalez, Reg. 26,732  
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Intellectual Property Law  
2455 South Road, P386  
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Dated: July 10, 2001

I certify that this document and attached drawings are being deposited on July 10, 2001 with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231.

  
Signature of Person Mailing Correspondence

**Susan L. Nelson**

Typed or Printed Name of Person Mailing Correspondence



UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
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APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/870,758	05/31/2001	Donald P. Muller	POU920010073US1

CONFIRMATION NO. 8811

## FORMALITIES LETTER



\*OC000000006256473\*

Floyd A. Gonzalez  
IBM Corporation  
2455 South Road, P386  
Poughkeepsie, NY 12601

Date Mailed: 07/03/2001

## NOTICE TO FILE CORRECTED APPLICATION PAPERS

*Filing Date Granted*

This application has been accorded an Application Number and Filing Date. The application, however, is informal since it does not comply with the regulations for the reason(s) indicated below. Applicant is given **TWO MONTHS** from the date of this Notice within which to correct the informalities indicated below. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a)

The required item(s) identified below must be timely submitted to avoid abandonment:

- Substitute drawings in compliance with 37 CFR 1.84 because:
  - drawing sheets do not have the appropriate margin(s) (see 37 CFR 1.84(g)). Each sheet must include a top margin of at least 2.5 cm. (1 inch), a left side margin of at least 2.5 cm. (1 inch), a right side margin of at least 1.5 cm. (5/8 inch), and a bottom margin of at least 1.0 cm. (3/8 inch);
  - drawings submitted to the Office are not electronically reproducible. Drawing sheets must be submitted on paper which is flexible, strong, white, smooth, non-shiny, and durable (see 37 CFR 1.84(e));

*A copy of this notice **MUST** be returned with the reply.*

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Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE